

## Performance Improvement Analysis (Percentage Listing)

Many things contribute to performance improvement of the organization. This analysis is not intended to be all inclusive of everything that is monitored for this purpose. The purpose of the following information is to analyze incoming survey data to see if the goals of the organization need revision, whether or not they are being met, and to help us in long range planning. Each row may not total 100% or may exceed 100% depending on how many answers were given and if any questions were left unanswered.

### Ongoing Goals:

100% overall customer satisfaction (rating of Very Good or Excellent)

### Other goals pertinent to this survey:

Care is appropriate as evidenced by >95% Very Good or Excellent

Training needs are met as evidenced by >95% Very Good or Excellent

Communication is adequate as evidenced by 100% Very Good or Excellent

Date of analysis: \_\_\_\_\_ Signature of Administrator: \_\_\_\_\_

### Home Care Consumer Feedback (41 Surveys returned)

	Excellent	Very good	Good	Fair	Poor	No opinion/not applicable
Consumer feels comfortable with aides.	49%	32%	17%			
Aides arrive on time.	56%	27%	12%			
Appearance of the aide.	44%	39%	10%			
Aide's service to consumer.	46%	34%	7%			
Aide's response to consumers needs.	44%	32%	12%			
Consumer is satisfied with the amount of communication from the RN.	37%	32%	20%	7%		2%
There is quick and timely follow up to issues raised and needs of the consumer.	29%	29%	17%	7%	2%	15%
The plan of care fits the needs of the consumer.	41%	34%	12%	5%		
Overall rating of New Horizons.	51%	32%	10%	2%		2%
Consumer is satisfied with the quality of training provided to the aide.	41%	39%	15%			2%
Consumer is satisfied with telephone contact from staffing coordinator.	29%	46%	17%	7%		10%
Consumers questions and concerns are handled well when they call the office.	34%	37%	20%	2%	2%	

	Excellent	Very good	Good	Fair	Poor	No opinion/not applicable
Consumer is satisfied with communication from Administrator/owner.	41%	22%	20%		2%	12%
Overall rating of administrative services.	39%	24%	22%	5%		5%
	Every day	2-3 x weekly	Monthly	Other		
How often do you have contact with New Horizons staff?	17%	15%	27%	49%		
	Yes	No				
Aide comes to work in uniform.	88%	2%				
New Horizons provides the services that are needed.	90%	5%				
	Male	Female				
Gender	22%	66%				
	English	Spanish	Other			
Language spoken	85%					
	White	African American	Hispanic	Native American	Asian	Other
Ethnic group	80%	2%	2%			
	< 1 year	1-3 years	3-5 years	>5 years		
How long served by New Horizons Home Care, Inc.	22%	59%				
	None	Elementary	High school	College	Graduate School	
Level of education	2%	29%	37%	2%		

**Case Management Consumer Feedback (51 surveys returned)**

	Excellent	Very good	Good	Fair	Poor	No opinion/not applicable
Consumer feels comfortable with case manager.	67%	25%	4%	2%		
Case manager arrives on time or as scheduled.	73%	18%	6%	2%		2%
Appearance of the case manager.	61%	29%	8%			2%
Case manager's monitoring of other services to consumer.	59%	25%	14%	2%		
Case manager's response to consumers needs.	55%	31%	10%	2%		

	Excellent	Very good	Good	Fair	Poor	No opinion/not applicable
Consumer is satisfied with the amount of communication from the case manager.	65%	22%	14%		2%	
There is quick and timely follow up to issues raised and needs the consumer has.	61%	25%	8%	4%		2%
The plan of care fits the needs of the consumer.	57%	35%	8%			2%
Overall rating of New Horizons	65%	20%	14%	2%		
Consumer is satisfied with the quality of training provided to the case manager.	53%	24%	10%	4%		10%
Consumer is satisfied with the knowledge the case manager has about services for them.	55%	33%	6%	2%	2%	2%
Consumer's questions and concerns are handled well when they call the office.	67%	20%	14%	2%		
Consumer is comfortable talking with your case manger's supervisor if necessary.	57%	20%	10%	6%		6%
Overall rating of administrative services.	45%	31%	14%	2%		4%
	Yes	No				
New Horizons provides the services that are needed.	90%	2%				
	Male	Female				
Gender	20%	80%				
	English	Spanish	Other			
Language spoken	98%					
	White	African American	Hispanic	Native American	Asian	Other
Ethnic group	88%	8%	2%			
	< 1 year	1-3 years	3-5 years	>5 years		
How long served by New Horizons Home Care, Inc.	43%	29%				

**Field Staff Feedback (25 surveys returned)**

	Excellent	Very good	Good	Fair	Poor	No opinion/not applicable
Employee feels welcome and comfortable when speaking with office staff.	56%	16%	24%	4%		
Employee benefits.	16%	32%	24%	8%	8%	12%
Frequency of pay.	24%	32%	28%	16%		
Overall rating of benefits	24%	24%	24%	16%	4%	8%
Employee appreciation meal.	16%	32%	24%	12%		20%
Employee is satisfied with the amount of assistance provided to them on time tickets.	32%	32%	28%	4%		4%
Employee is satisfied with the amount of communication from the RN/QDDP.	36%	28%	20%	4%	4%	12%
There is quick and timely follow up to issues raised and needs the employee has.	40%	16%	28%	4%	4%	8%
Employee is satisfied with how well we advise them of changes involving patients.	36%	32%	16%	4%	4%	8%
Employee is satisfied with the quality of training provided.	36%	32%	24%	4%		4%
Employee is satisfied with level of communication from staffing coordinator.	36%	36%	24%			12%
Employee is satisfied with communication from Administrator/owner.	36%	44%	12%	4%		8%
Overall rating of administrative services.	36%	40%	16%	4%		4%
	<1 month	6 months	1 year	2 years	3-5 years	>5 years
How long has employee been part of New Horizons staff?	4%	12%	20%	48%	12%	
	Personal assistance	Developmental therapies	Residential services	Adult day programs	Others	
Employee feels that consumers are most in need of which services?	52%	16%	32%	20%	1%	

**Office Staff Feedback (10 surveys returned)**

	Excellent	Very good	Good	Fair	Poor	No opinion/not applicable
Employee feels welcome and comfortable when speaking with supervisor.	60%	40%				
Employee benefits.	20%	50%	20%			10%
Frequency of pay.	50%	50%				
Employee appreciation.	60%	40%				
Employee is satisfied with the amount of assistance provided to them.	60%	30%		10%		
There is quick and timely follow up to issues raised and needs the employee has.	40%	50%	10%			
Employee is satisfied with how well we advise them of changes involving their work.	60%	20%	10%			10%
Employee is satisfied with the quality of training provided.	40%	50%		10%		10%
Employee is satisfied with work environment.	50%	30%	10%	10%		10%
Employee is satisfied with communication from Administrator/owner.	60%	40%				
Overall rating of administrative services.	60%	40%				
	<1 month	6 months	1 year	2 years	3-5 years	>5 years
How long has employee been part of New Horizons staff?		30%	20%	40%	10%	
	Personal assistance	Developmental therapies	Residential services	Adult day programs	Others	
Employee feels that consumers are most in need of which services?	50%		30%	20%	10%	

**Stakeholder Feedback (38 surveys returned)**

	Excellent	Very good	Good	Fair	Poor	No opinion/not applicable
Stakeholder feels comfortable visiting with New Horizons employees.	58%	26%	16%			3%
Staff interactions are appropriate during your monitoring activities.	50%	32%	18%			3%
Appearance of the staff.	34%	45%	21%			
Appearance of the consumer.	18%	34%	21%			11%
Appearance of the care area.	16%	26%	26%			11%
Stakeholder is satisfied with the amount of communication from the RN/QDDP.	37%	26%	16%	13%		13%
There is quick and timely follow up to issues raised and needs.	37%	45%	16%	3%		
New Horizons participation in the development of the annual plan of care.	37%	37%	13%	3%		8%
Overall rating of New Horizons	45%	37%	18%			
Stakeholder is satisfied with the quality of training provided to staff.	26%	21%	13%	3%		32%
Stakeholder is satisfied with the level of communication from staffing coordinator.	39%	16%	16%			29%
Stakeholder is satisfied with the level of communication from the Administrator/owner.	39%	16%	16%			24%
Overall rating of administrative services.	42%	26%	16%			16%
	Every 2 weeks	Monthly	Quarterly	Annually	Other	
How often do you have contact with New Horizons staff?	21%	39%	18%	3%	26%	
	Personal assistance	Developmental therapies	Residential services	Adult day programs	Others	
Stakeholder feels that consumers are most in need of which services?	26%		18%	3%	11%	

